



Like all of you, we're monitoring the Coronavirus Disease 2019 (COVID-19) very closely. We know the impact is far-reaching and may be affecting you, your family, your friends and your colleagues on a very personal level. The health and safety of each of you, our colleagues, our clients and our members is of the utmost concern at this time. I want to assure you that PayFlex remains fully operational to support you. We're here to serve you during this time of need with a variety of virtual channels. And, we remain committed to our purpose **to make it simple for you to plan, save, and pay for personal well-being.**

To help minimize disruption of service, PayFlex has several business continuity plans in place. The details below outline how we'll continue to support you and your employees during this time - all while helping to keep our people safe.

- All PayFlex office locations are currently open.
- Our call center allows for multiple communication streams to support our members. And we're prepared to bring on additional resources, if needed.
- Processes are in place to help ensure claim submissions, reimbursement payments and various file processing continue to run smoothly.
- We have increased our "work from home" arrangements throughout the organization.
- We're using digital capabilities (such as WebEx) to virtually collaborate with our customers, business partners and colleagues.
- We advised our employees to cancel and/or postpone all travel and in-person customer meetings. Virtual meeting options should be considered.

We developed this site so we can make sure you have all of the information you need to navigate through this time successfully. With respect to legislative changes that impact PayFlex plans, we keep a close pulse and will continually update this site with late-breaking information. This site will serve to act as your hub for COVID-19 related news.

As part of the CVS Health® family, we're proud to serve our communities with a variety of local resources that reach many of you during this time. Visit their support page [here](#) to see the resources that may be available to you.

Stay healthy and safe by doing your part to flatten the curve.

~Mike DiSimone, CEO, PayFlex

PayFlex Systems USA, Inc.

This material is for informational purposes only and is not an offer of coverage. It contains only a partial, general description of plan benefits or programs and does not constitute a contract. It does not contain legal or tax advice. You should contact your legal counsel if you have any questions or if you need additional information. In case of a conflict between your plan documents and the information in this material, the plan documents will govern. Eligible expenses may vary from employer to employer.

Please refer to your employer's Summary Plan Description ("SPD") for more information about your covered benefits. Information is believed to be accurate as of the production date; however, it is subject to change. PayFlex cannot and shall not provide any payment or service in violation of any United States (U.S.) economic or trade sanctions. For more information about PayFlex, go to www.payflex.com.